AVAYA

Product Support Notice

PSN#	PSN001783u			
Original publication date: 4-Feb-2008. This is Issue #1, published 4-Feb-2008.		Severity/risk level	Medium	Urgency	When convenient

Name of problem 46xx phones running R2.8.3 (Service Pack 1) will not establish an Ethernet link if phone port and layer 2 switch port are locked to 100Mbps/full duplex.

Products affected

4610SW, 4620SW, 4621SW, 4622SW, 4625SW running R2.8.3

Problem description

In firmware release R2.8.3 on a 4610SW or 462XSW, if the PHY1 port of the phone and layer 2 switch are locked to 100Mbps/Full duplex, the phone will not establish a link, and will display "No Ethernet".

Resolution

This has been resolved in patch R2.869. Patch is available from:

ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/IPT_R2.869.zip

Workaround or alternative remediation

Remarks

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Download

R2.869 can be downloaded from: http://csa-sse.usae.avaya.com/ipt.htm

Patch install instructions	Service-interrupting?
	No

Verification

Failure

Patch uninstall instructions

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation